

MACHINE SERVICE BULLETIN #45

SUBJECT: Packing Machines for
Shipment - KAA Models

DATE: May 23, 1927

TO ALL OFFICES:

Each serviceman or salesman who prepares a machine for shipment should be thoroughly familiar with the correct method of packing. Since releasing the KAA model machines, some have been returned for one reason or another, and in many cases the machines were in a deplorable condition. This is due to the fact that no care was exercised to properly pack the machines in the offices from which they were shipped.

We have done a tremendous amount of experimenting and have gone to a great deal of expense in designing the present shipping case, and we are sure that if machines are packed for return shipment in the same manner in which they are received by you, they will reach us in good condition. For that reason, every little detail of the packing should be closely studied. You should make it a point to see that all washers and lock washers are JUST WHERE THEY BELONG. You should also try all screws in the bottom pan and all other packing screws and wing nuts to see that they are tight.

For instance, we received machines this week with the shock absorbers left entirely out of the shipping case and new holes drilled in the lid of the shipping case to fasten the machine to it, whereas, the strip that acts in absorbing the shock should have been attached to the bottom pan and this strip attached to the lid.

Furthermore, in shipping these machines we remove the rubber feet and use eight screws to fasten the bottom pan to the side frames, as this method insures more rigidity. We have had machines returned to us with only four screws attaching the bottom pan and in one case there were no screws attaching the bottom pan, but it was very nicely attached to the lid, with the machine loose in the box.

It is obvious that if those in the field responsible for the packing of machines are going to be careless in this respect, it will necessitate a great deal of additional labor in order to readjust the machines and replace broken and distorted parts resulting from this carelessness.

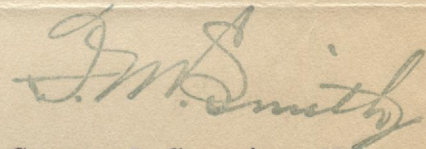
This carelessness will in some cases result in a great deal of unnecessary expense which we cannot absorb in the future if the practice is continued. Therefore, it may be necessary to charge the district sending in a machine carelessly packed, with the labor and material that is necessary to repair the damage. We do not wish

to become drastic in this respect. Nevertheless, it is a problem that must have our close attention and consideration.

Furthermore, machines are still being sent to us without form #27-M, in which cases we have no way of identifying them without referring to our records, which necessitates considerable loss of time. Machines received without this form often remain in our Traffic Department without any further action for a considerable time and they may be machines very badly needed in the Field and on which it is desired that we make prompt return shipment.

We need your cooperation to improve these conditions. We trust that this matter will have your very best attention.

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General Service Manager

Mr. R. W. Suddard,
Toledo, Ohio.

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